

1 [Residential Rent Ordinance-Keys: Landlord shall provide a minimum of one key/key-set per
 2 adult occupant, request for additional key/key-set may only be denied for good reason,
 3 unreasonable denial is a decrease in housing services, cost of additional key/key-set may be
 charged plus security deposit, disputes determined by petition to the Rent Board.]

4 **Ordinance amending Administrative Code Chapter 37 (“Residential Rent Stabilization
 5 and Arbitration Ordinance”) by renumbering existing Section 37.13 as 37.14 and
 6 renumbering existing Section 37.14 as 37.15, and by adding new Section 37.13 to
 7 provide that: each adult occupant is entitled to a minimum of one key/key-set for the
 8 unit without charge; upon written request for extra keys/key-sets stating the reason(s)
 9 (e.g., for the convenience of the occupant, such as admitting a service provider or a
 10 delivery person or a houseguest) a landlord shall provide the requested extra keys/key-
 11 sets unless the landlord promptly denies the request in writing as unreasonable (e.g.,
 12 due to unlawful occupancy or a pattern of lease violation); a request for an extra
 13 key/key-set may only be denied for good reason; unreasonable denial of an extra
 14 key/key-set constitutes a decrease in housing services; and, a landlord or a tenant may
 15 file a petition for hearing on a disputed request for an extra key/key-set, which shall be
 16 decided by an Administrative Law Judge (ALJ), with the ALJ decision appealable to the
 17 Rent Board.**

18 Note: Additions are single-underline italics Times New Roman;
 19 deletions are ~~strikethrough italics Times New Roman~~.
 20 Board amendment additions are double underlined Arial font;
 Board amendment deletions are ~~strikethrough Arial font~~.

21 Be it ordained by the People of the City and County of San Francisco:

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 23 Section 1. The San Francisco Administrative Code is hereby amended by renumbering
 24 existing Section 37.13 as Section 37.14, by renumbering existing Section 37.14 as Section
 25 37.15, and by adding new Section 37.13, to read as follows:

1 Section 37.13. Keys.

2 (a) A landlord shall provide a minimum of one key or key-set per unit for each adult
3 occupant, without charge.

4 (b) Upon receipt of a tenant's written request for extra keys/key-sets stating the reason(s) for
5 the request a landlord shall provide the extra keys/key-set, unless the landlord determines that the
6 request is unreasonable under the circumstances and promptly provides the tenant with specific written
7 reasons for the rejection.

8 (1) A tenant may request extra keys/key-sets for his or her convenience. Examples include,
9 but are not limited to: admitting a service provider or a delivery person or a houseguest.

10 (2) The landlord may charge for the cost of providing extra keys/key-sets. The landlord may
11 also require a security deposit of up to \$50.00 for an extra key or key-set for a unit, that will be fully
12 refundable upon return of that key or key-set.

13 (3) The landlord may deny the request for extra keys/key-sets only for good reason, such as
14 unlawful occupancy or a pattern of lease violation.

15 (4) A landlord or a tenant may petition the Board to decide a disputed request for extra
16 keys/key-sets.

17 (A) The Board through its Administrative Law Judges shall conduct a hearing in order to
18 decide the petition.

19 (B) The decision of the Administrative Law Judge shall be final unless the Board vacates the
20 decision on appeal.

21 (C) Either party may file an appeal of the Administrative Law Judge's decision with the
22 Board. Such appeals are governed by Section 37.8(f).

23 (5) Unreasonable denial of extra keys/key-sets constitutes a decrease in housing services, for
24 which the Administrative Law Judge may order a corresponding reduction in rent.

1 **SECTION 37.~~13~~14. HEARINGS AND REMEDIES FOR VIOLATION OF RESIDENTIAL**
2 **HOTEL VISITOR POLICIES.**

3 (a) Upon receipt of a petition from a current or former occupant of a residential hotel
4 alleging violation of the provisions of Administrative Code Chapter 41D, including allegation of
5 violation of the Uniform Visitor Policy or any Supplemental Visitor Policy, the Board through its
6 Administrative Law Judges shall conduct a hearing in order to decide the petition. This
7 decision may require a determination as to whether a residential hotel's policies and
8 procedures are consistent with the Uniform Visitor Policy and any approved Supplemental
9 Policies, and in compliance with Administrative Code Chapter 41D.

10 (b) Upon an Administrative Law Judge's findings of fact and decision that the operator,
11 employee or agent of a residential hotel has violated the Uniform Visitor Policy or any
12 approved Supplemental Visitor Policy or any other provision of Chapter 41D, the
13 Administrative Law Judge may conclude that the occupant has suffered a diminution in
14 housing services and order a corresponding reduction in rent.

15 (c) The decision of the Administrative Law Judge shall be final unless the Board
16 vacates the decision on appeal.

17 (d) Either party may file an appeal of the Administrative Law Judge's decision with the
18 Board. Such appeals are governed by Section 37.8(f).

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1 **SECTION 37.~~14~~15. SEVERABILITY.**

2 If any provision or clause of this Chapter or the application thereof to any person or
3 circumstance is held to be unconstitutional or to be otherwise invalid by any court of
4 competent jurisdiction, such invalidity shall not affect other Chapter provisions, and clauses of
5 this Chapter are declared to be severable.

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8 APPROVED AS TO FORM:
9 DENNIS J. HERRERA, City Attorney

10 By: _____
11 MARIE CORLETT BLITS
 Deputy City Attorney

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